

## **CERTIFICATE OF COMPLIANCE**

Year: **2026**

*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes*

I, **Joshua M. Bingcang**, Filipino, of legal age, **President and Chief Executive Officer** of the **Bases Conversion and Development Authority**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The **Bases Conversion and Development Authority** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen's Charter Handbook Edition: **2026, 5th Edition**

- 2) The following required forms of posting of the Citizen's Charter are present:

- Citizen's Charter Information billboard  
*(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)*
- Citizen's Charter Handbook  
*(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)*
- Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);
  - i. Comprehensive and uniform checklist of requirements for each type of application or request;
  - ii. Classification of service;
  - iii. Type of transaction;
  - iv. Who may avail;
  - v. Client steps and agency actions to obtain a particular service;

- vi. Person responsible for each step;
  - vii. Processing time per step and total;
  - viii. Fee/s to be paid per step and total, if necessary.
  - c. Procedure for filing complaints and feedback;
  - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
  - e. List of Offices
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
  - 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline office to complement the information on the services indicated in the Information Billboard.
  - 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
  - 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
  - 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.



**JOSHUA M. BINGCANG**  
President and CEO  
Bases Conversion and Development Authority

Republic of the Philippines  
Office of the President



**BASES CONVERSION AND DEVELOPMENT AUTHORITY**

**CITIZEN'S CHARTER**  
March 2026 (5<sup>th</sup> Edition)

## **AGENCY PROFILE**

### **I. Mandate: Republic Act No. 7227**

A government-owned and controlled conglomerate responsible for converting baselands into livable, viable, sustainable and world-class class communities.

### **II. VISION 2028:**

BCDA shall have fully innovated in the development of the military baselands into equitable great cities while fully supporting the inclusive modernization of the Armed Forces of the Philippines.

### **VISION 2040:**

BCDA shall have substantially completed the development of all baselands into equitable Great Cities and shall have contributed to the enhancement of the well-being of Filipino men and women.

### **III. OUR MISSION**

Build great cities. Help Strengthen the Armed Forces of the Philippines (AFP).

### **IV. SERVICE PLEDGE:**

BCDA is a prime movers of national development mandated to transform former military bases in the Philippines into premier center of economic growth commits to:

**Best practice** through the pursuit of excellence and sound business strategies compliant to statutory and regulatory requirements.

**Client Satisfaction** through quality service and continual improvement of our quality management system.

**Delivery of timely and cost-effective services** through innovative and value-enhancing business process.

**Adherence to the highest form of ethical standards and good governance** through the promotion of integrity and transparency in all our transactions.

## LIST OF SERVICES

		<b>Page Number</b>
<b>External Services</b>		
1	Payment of Billing	<b>6-10</b>
2	Issuance of Receipts	<b>11-12</b>
3	Check Preparation/Release	<b>13-15</b>
4	Releasing of Titles	<b>16-17</b>
5	Filing of Application for Tax Incentives Under the CREATE Law	<b>18-20</b>
6	Conduct of Cost-Benefit Analysis on the Project / Activity	<b>21-22</b>
7	BCDA Board Approval of Tax Incentive Application for Investment Capital of within/below the FIRB-directed threshold	<b>23-24</b>
8	BCDA Board Approval of Tax Incentive Application for Investment Capital of above the FIRB-directed threshold	<b>25-26</b>
9	FIRB Board Approval of the BE's Application for Tax Incentive for Projects with Investment Capital of above the FIRB-directed threshold	<b>27-28</b>
10	Issuance of Certificate of Registration	<b>29</b>
11	Issuance of Certificate of Entitlement to Tax Incentives	<b>30-31</b>
12	Appeal Process on Tax Incentives Application of BCDA Locators	<b>32</b>
13	Issuance of Certificate of Performance Evaluation and Inspection (PEI)	<b>33</b>
14	Issuance of Photocopy of Spot Reports or Incident Reports	<b>34-35</b>
15	Issuance of Clearance of No Derogatory Records / Pending Cases	<b>36</b>
16	Online Submission of Documents / Manual Submission of Documents	<b>37</b>
<b>Internal Services</b>		
17	Processing of Request for Payments (RFPs) and Issuance of Disbursement Vouchers (DVs)	<b>39-40</b>

18	Realignment of Budget	<b>41</b>
19	Issuance of Secretary's Certificate	<b>42</b>
20	Vehicle Reservation & Dispatching	<b>43-44</b>

# **BASES CONVERSION AND DEVELOPMENT AUTHORITY**

## **EXTERNAL SERVICES**

## 1. Payment of Billing

Submission of Billing by Contractor/Consultant to BCDA.

<b>Office or Division:</b>	Engineering and Social Support Department (ESSD) / Strategic Projects Management Department (SPMD)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B - Government to Business
<b>Who may avail:</b>	Contractors / Consultants
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b><u>Required Documents for Construction Services:</u></b>	
a) Letter of Request from the Contractor	a) From the Contractor
b) Endorsement Letter from BCDA PM/CM	b) From CMS & BCDA Implementing Unit
c) Valid BIR Tax Clearance	c) BIR Branch where the Business operates
d) Latest Income and VAT Payment Returns	d) Same as "c"
e) Other documents as required by Contract/ Law	
<b><u>For Advance Payment</u></b>	
f) Security equivalent to Advance Payment requested (Advance Payment/Surety Bond)	e) Any Surety/Insurance Provider licensed by Insurance Commission
g) Copy of the Contract Documents & Terms of Reference	f) From the Contractor
h) Notice of Award and Notice to Proceed	g) From the Contractor
i) Valid Performance Security (Certified True Copy)	h) Any Surety/Insurance Provider licensed by Insurance Commission
j) Certificate of Funds Availability	i) From BCDA Implementing Unit
k) Bill of Quantities	j) From the Contractor
l) Construction Safety and Health Program approved by DOLE	k) From the Contractor
m) All-Risks Insurance Policy	l) Any Surety/Insurance Provider licensed by Insurance Commission
n) Approved Manpower Schedule and Equipment Utilization Schedule	m) From the Contractor (Approved by BCDA Implementing Unit)
o) Approved Construction Schedule and S-Curve including PERT/CPM	n) From the Contractor (Approved by BCDA Implementing Unit)

<u><i>For Progress Billing</i></u>	
f) Affidavit that all Bills, Labor, Materials were paid	f) From the Contractor (Submit original notarized copy)
g) Billing Request Form	g) From the Contractor
h) Payment Certificate	h) From the Contractor
i) Certified Summary of Work Accomplished & Time Lapsed	i) From the Contractor (Certified by CMS/ BCDA Implementing Unit)
j) Est. Worksheet/ Accomplishment Report Sheet	j) From the Contractor (Certified by CMS/ BCDA Implementing Unit)
k) Updated S-Curve (w/ target and actual projection), PERT-CPM Network Diagram	k) From the Contractor
l) Geotagged Progress Photos	l) From the Contractor
m) Materials Test Results, if any	m) From the Contractor
n) Computation of Liquidated Damages supported with SWA, if applicable	n) From the Contractor
o) Approved Time Extension/ Variation Order, if any	o) From the Contractor
p) Approved Suspension Orders, if any	p) From the Contractor
<u><i>For First Progress Billing</i></u>	
q) Contract Agreement (set)**	q) From the Contractor
r) Notice of Award and Notice to Proceed**	r) From the Contractor
s) Performance Bond (Copy only)**	s) From the Contractor
t) Geotagged Pictures of Equipment and Installed Project Signboard with complete information	t) From the Contractor
**Only if not submitted in the Advance Payment	
<u><i>For Final Billing</i></u>	
q) Affidavit of Final Release/ Quitclaim	q) From the Contractor
r) Certificate of Completion and Preliminary Acceptance issued by BCDA	r) From BCDA Implementing Unit
s) Approved Final Quantification	s) From the Contractor
t) Signed Inventory of Equipment, Furniture and Service Vehicle, if any	t) From the Contractor
u) Certification signed/certified by BCDA VP regarding submission of As-Built Plans & Other documents like operating manuals	u) From BCDA Implementing Unit

<p><u><i>For Substitution of Retention Money</i></u></p> <p>f) Surety Bond (Equivalent Amount) - for substitution</p> <p>g) Certification signed/certified by BCDA VP that all works of the Contractor were “Satisfactory Undertaken” and “on schedule”</p> <p><u><i>For Full Release of Retention Money</i></u></p> <p>f) Warranty Security</p> <p>g) Affidavit of Final Release/Quitclaim</p> <p>h) Copy of Certificate of Final Acceptance</p> <p>i) Defects and Liability Period (DLP) Punchlist Reports</p>	<p>f) Any Surety/Insurance Provider licensed by Insurance Commission</p> <p>g) From BCDA Implementing Unit</p> <p>f) Any Surety/Insurance Provider licensed by Insurance Commission</p> <p>g) From the Contractor (Orig. notarized copy)</p> <p>h) From the Contractor</p> <p>i) From the Contractor (Approved by CMS &amp; BCDA Implementing Unit)</p>
<p><b><u>Required Documents for Consulting Services:</u></b></p> <p>a) Letter of Request from the Contractor</p> <p>b) Endorsement Letter from BCDA PM/CM</p> <p>c) Valid BIR Tax Clearance</p> <p>d) Latest Income and VAT Payment Returns</p> <p>e) Other documents as required by Contract/ Law</p> <p><u><i>For Advance Payment</i></u></p> <p>f) Security equivalent to Advance Payment requested (Advance Payment/Surety Bond)</p> <p>g) Copy of the Contract Documents &amp; Terms of Reference</p> <p>h) Notice of Award and Notice to Proceed</p> <p>i) Valid Performance Security (Certified True Copy)</p> <p>j) Certificate of Funds Availability</p> <p>k) Deployment Schedule of the Key Personnel</p> <p><u><i>For Progress Billing</i></u></p> <p>f) Affidavit that all Bills, Labor, Materials were paid*</p>	<p>a) From the Consultant</p> <p>b) From BCDA Implementing Unit</p> <p>c) BIR Branch where the Business operates</p> <p>d) Same as “c”</p> <p>f) Any Surety/Insurance Provider licensed by Insurance Commission</p> <p>g) From the Consultant</p> <p>h) From the Consultant</p> <p>i) Any Surety/Insurance Provider licensed by Insurance Commission</p> <p>j) From BCDA Implementing Unit</p> <p>k) From the Consultant</p> <p>f) From the Consultant (Submit original notarized copy)</p>



	payment of request for billing			
	2. Endorse Payment of billing	None	2 WD	Senior Vice President - Conversion Development Group (SVP-CDG)
	3. Check if supporting documents comply with provisions of contract	None	9 WD	Subsidiaries, Affiliates and Project Monitoring Department (SAPMD) Technical Personnel/ Engineers
	4. Endorse Payment of billing	None	3 WD	SAPMD Head
	5. Endorse Payment of billing	None	3 WD	Senior Vice President - Investment and Financial Management Group (SVP-IFMG)
	6. Endorse Payment of billing	None	2 WD	Executive Vice-President (EVP)
	7. Endorse Payment of billing	None	2 WD	President and CEO (PCEO)
	<b>TOTAL:</b>	<b>None</b>	<b>28 days and 5 minutes</b>	

*\*Total processing time of ESSD & SPMD, exclusive of other departments: 9 working days and 5 minutes*

## 2. Issuance of Receipts

Process of providing a receipt to a customer or client after a transaction or payment is completed.

<b>Office or Division:</b>	Treasury and Project Finance Department (TPFD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government; G2B - Government to Business and G2C - Government to Citizen			
<b>Who may avail:</b>	External Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Billing Letter 2. Statement of Account 3. Contract 4. Other documents as basis for payment		1. For submission of client 2. For submission of client 3. BCDA Records, if no copy is provided 4. For submission of client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Receives cash/checks from the payor or authorized representative together with the collection documents	None	45 minutes	Cashier/ Collecting Officer
	2. Requests for the Creditable Withholding Tax Form, if applicable	None	45 minutes	Cashier/ Collecting Officer
	3. Accepts payment by accomplishing the Collection Receipt (CR), Acknowledgement Receipt (AR) or Cash Invoice (CI) indicating the following details: (name of the payor, date,	None	1 hour	Cashier/ Collecting Officer

	amount in words, particulars as to the nature of payment, total payment received; if payment is made by check, indicates the drawee bank, check number and date issued)			
	4. Signs the CR, AR or CI	None	45 minutes	Cashier/ Collecting Officer
1. Receives the accomplished CR, AR or CI & receives and signs BIR Form, if applicable		None	45 minutes	Payor
	5. Safekeeps collections inside the vault at the end of the day	None	4 hours	Cashier/ Collecting Officer
	6. Segregates the CR, AR or CI	None	1 day	Cashier/ Collecting Officer
	7. Prepares Monthly Report of Collection and Deposit and submits the same to COA every 15th day of the succeeding month	None	1 day	Cashier/ Collecting Officer
	<b>TOTAL:</b>	<b>None</b>	<b>3 working days</b>	

### 3. Check Preparation / Releasing

Process of creating and issuing checks for payments such as payroll and supplier payments.

<b>Office or Division:</b>	Treasury and Project Finance Department (TPFD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government; G2B - Government to Business and G2C - Government to Citizen			
<b>Who may avail:</b>	External Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Disbursement Voucher, complete with amount and description/particulars, and signature of VP-ACD</li> <li>2. Completely Signed RFP</li> <li>3. Signed Checks and Cash Book</li> <li>4. Check / Official Receipt from Client (Authorization if needed)/ Cash Book</li> </ol>		<ol style="list-style-type: none"> <li>1. Accounting and Comptrollership Department (ACD)</li> <li>2. ACD/Implementing Unit</li> <li>3. TPFD</li> <li>4. For submission of client</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Receives the duly processed and approved disbursement voucher, together with the supporting documents	None	2 hours	Records Coordinator/ Authorized TPFDD Personnel
	2. Checks the supporting documents before forwarding the documents to the Authorized TPFDD Officer	None	2 hours	Records Coordinator/ Authorized TPFDD Personnel
	3. Checks documents and identifies mode	None	2 hours	Authorized TPFDD Personnel

	of payment and posts the disbursement voucher in the system			
	4. Selects check payment and the source of fund of bank account	None	2 hours	Authorized TPF Personnel
	5. Prepares and prints check voucher	None	2 hours	Disbursing/ Authorized Officer
	6. Prints checks accordingly and records in the check logbook	None	2 hours	Disbursing/ Authorized Officer
	7. Submits to the authorized signatories for approval and signature	None	2 hours	Disbursing/ Authorized Officer
	8. Checks the attached document and signs the check voucher together with the check for disbursement	None	2 hours	Authorized Signatories
	9. Releases the check following the approved schedule of check releasing dates	None	2 hours	Disbursing/ Authorized Officer
	10. Requires receipt for checks paid out to	None	3 hours	Disbursing/ Authorized Officer

	institutions or companies and ascertains the identity if the payee is an individual or authorized representative from a company			
	11. Requires the payee to sign the appropriate portion provided in the check voucher and the check register logbook	None	3 hours	Disbursing/ Authorized Officer
	<b>TOTAL:</b>	<b>None</b>	<b>3 working days</b>	

#### 4. Release of Titles

Process of releasing the titles to the owners.

<b>Office or Division:</b>	Treasury and Project Finance Department (TPFD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	External Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Release to the owner: 2 valid government issued ID</li> <li>2. Release thru authorized representative: (1) Special Power of Attorney (2) Two (2) valid Government issued ID of the owner and representative</li> <li>3. Release to widower: (1) Death certificate of the owner (2) Marriage Contract (3) 2 valid ID of the owner &amp; the widower</li> <li>4. Extrajudicial Settlement, if any</li> <li>5. Present all original documents for verification</li> </ol>		<ol style="list-style-type: none"> <li>1. Valid ID issued by Govt Agency (eg LTO for Driver's License, DFA for Passport)</li> <li>2. SPA may be secured from Attorneys-At-Law</li> <li>3. Death Certificate is issued by the City/Municipality where the deceased died; Marriage Contract is issued by the City or Municipality where Marriage took place.</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits a request for retrieval of subject title/s through the TCTMS		None	3 hours	Endorsing Officer/ Employee and/or Requesting Department
2. Indicates reason or purpose for the retrieval of said title/s		None	3 hours	Endorsing Officer/ Employee and/or Requesting Department
	1. Checks request for retrieval	None	2 hours	Department Head of Endorsing/ Request Department
	2. Approves request in the TCTMS	None	2 hours	Department Head of Endorsing/ Request Department

	3. Approves request in the TCTMS	None	2 hours	TPFD Head
	4. Verifies detail/s of requested title/s	None	4 hours	Document Custodian
	5. Retrieves requested title/s from the vault	None	3 hours	Document Custodian
	6. Updates the status of released title/s in the TCTMS immediately upon receipt	None	3 hours	Document Custodian
3. Receives the requested title/s		None	2 hours	Endorsing Officer/ Employee and/or Requesting Department
	<b>TOTAL:</b>	<b>None</b>	<b>3 working days</b>	

## 5. Filing of Application for Tax Incentives Under the CREATE Law

<b>Office of Division</b>	Business Development Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail</b>	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Information to supply the following forms: 1. Application Letter from the Business Enterprise (BE)			1. BE to provide its own letter format.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
BE informs BCDA of its intent to avail / apply for tax incentives as a locator within a BCDA-owned Special Economic Zone (SEZ)	BCDA checks if the BE Industry is included in the list of eligible industries under the 2020/2022 Strategic Priority Investment Plan (SIPP) and will issue a notice accordingly, as follows:  1. If eligible, issue notice to proceed with the registration process under the Fiscal Incentives Review and Monitoring System (FIRMS)  2. If ineligible, issue Notice of Denial.	TBD	Three (3) Working Days  One (1) Working Day  One (1) Working Day	DMO III, IV or V

BE creates an account under FIRMS.	None	None	None	None
BE accomplishes all the required forms under CREATE / FIRMS (financial modeling should have been done at this point). The information in the financial model shall be used by the BE in accomplishing the forms under CREATE / FIRMS.	None	None	None	None
BE submits application to BCDA	<p>BCDA conducts a completeness check on the online-submitted documents.</p> <p>BCDA issues the following applicable notices:</p> <p>a. If submission is complete, issue a notice of acceptance to proceed with the FIRMS registration process.</p> <p>b. If documentary submission is incomplete, BE will be notified to complete submission.</p>	<p>None</p> <p>None</p>	<p>Two (2) working days</p> <p>Five (5) working days</p>	<p>DMO III, IV or V</p>
If the submission is incomplete, the BE shall complete all lacking documents and	None	None	None	None

<p>resubmit to BCDA. If the documents are not submitted within seven (7) working days, BCDA shall deem the application withdrawn without prejudice to the BE applicant to reapply.</p>				
	<b>TOTAL:</b>	<b>None</b>	<b>11 working days</b>	

## 6. Conduct of Cost-Benefit Analysis on the Project / Activity

<b>Office of Division</b>	Business Development Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail</b>	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<p>Information to supply the following forms:</p> <ol style="list-style-type: none"> <li>1. Form A – Business enterprise registration</li> <li>2. Form B – Information about their current tax incentives</li> <li>3. Form C1- Project level registration</li> <li>4. Form C2- Project Sales and Operations Information</li> <li>5. Form C3 – Project employment information</li> <li>6. Form C4 – Facility Requirement Information</li> <li>7. Form C5 – Project Timetable and Cost and Financial Information</li> <li>8. Other relevant information as maybe required by BCDA</li> </ol>			<p>Fiscal Incentives Registration and Monitoring System (FIRMS)</p> <p>Website: <a href="https://firb.gov.ph/firms/">https://firb.gov.ph/firms/</a></p>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. If the documentary submission is incomplete BE shall complete all lacking documents and resubmit to BCDA. If the documents are not submitted within seven (7) working days, BCDA shall deem the application withdrawn	None	None	None	None

without prejudice to the BE applicant to reapply.				
2. BE submits complete documents via the FIRMS online system.	<ol style="list-style-type: none"> <li>1. If the submission is complete, BCDA shall conduct a Cost-Benefit Analysis (CBA) on the financial and economic merits of the application based on the submitted technical and financial documents.</li> <li>2. IPA preparation of Evaluation Report which includes the Terms and Conditions of the registration and endorses this to the BCDA Management and Board.</li> </ol>	None	Twenty (20) working days	DMO III, IV or V
	<b>TOTAL:</b>	<b>None</b>	<b>20 working days</b>	

## 7. BCDA Board Approval of Tax Incentive Application for Investment Capital of within/below the FIRB-directed threshold

<b>Office of Division</b>	Business Development Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail</b>	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<p>Information to supply the following forms:</p> <ol style="list-style-type: none"> <li>1. Form A – Business enterprise registration</li> <li>2. Form B – Information about their current tax incentives</li> <li>3. Form C1- Project level registration</li> <li>4. Form C2- Project Sales and Operations Information</li> <li>5. Form C3 – Project employment information</li> <li>6. Form C4 – Facility Requirement Information</li> <li>7. Form C5 – Project Timetable and Cost and Financial Information</li> </ol>			<p>Fiscal Incentives Registration and Monitoring System (FIRMS)</p> <p>Website: <a href="https://firb.gov.ph/firms/">https://firb.gov.ph/firms/</a></p>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	<p>BCDA deliberation on the submitted application, resulting to either of the following:</p> <ol style="list-style-type: none"> <li>1. Approval of the application</li> <li>2. Denial of the application, upon which BCDA will issue a Notice of Denial to the BE.</li> </ol>	None	Five (5) working days	BCDA Board
	Secure BE confirmation of the Final Terms &	None	Three (3) working days	DMO III, IV or V

	<p>Conditions of the approved application.</p> <p>If accepted, BCDA proceeds to issue the Certificate of Registration (COR). If not accepted, BE may file an appeal with the BCDA Board.</p>			
	<b>TOTAL:</b>	<b>None</b>	<b>8 working days</b>	

## 8. BCDA Board Approval of Tax Incentive Application for Investment Capital of above the FIRB-directed threshold

<b>Office of Division</b>	Business Development Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail</b>	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<p>Information to supply the following forms:</p> <ul style="list-style-type: none"> <li>8. Form A – Business enterprise registration</li> <li>9. Form B – Information about their current tax incentives</li> <li>10. Form C1- Project level registration</li> <li>11. Form C2- Project Sales and Operations Information</li> <li>12. Form C3 – Project employment information</li> <li>13. Form C4 – Facility Requirement Information</li> <li>14. Form C5 – Project Timetable and Cost and Financial Information</li> </ul>			<p>Fiscal Incentives Registration and Monitoring System (FIRMS)</p> <p>Website: <a href="https://firb.gov.ph/firms/">https://firb.gov.ph/firms/</a></p>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	<p>BCDA deliberation on the submitted application, resulting to either of the following:</p> <ul style="list-style-type: none"> <li>1. Approval of the application</li> <li>2. Denial of the application, upon which BCDA will issue a Notice of Denial to the BE.</li> </ul>	None	Five (5) working days	BCDA Board
	Secure BE confirmation of the Final Terms & Conditions of the approved application.	None	Three (3) working days	DMO III, IV or V

	<p>If accepted, BCDA endorses the same to the FIRB for consideration and approval.</p> <p>If not accepted, BE may file an appeal with the BCDA Board.</p>			
	<b>TOTAL:</b>	<b>None</b>	<b>8 working days</b>	

## 9. FIRB Board Approval of the BE's Application for Tax Incentive for Projects with Investment Capital of above the FIRB-directed threshold

<b>Office of Division</b>	Business Development Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail</b>	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Information to supply the following forms:  <ol style="list-style-type: none"> <li>1. Form A – Business enterprise registration</li> <li>2. Form B – Information about their current tax incentives</li> <li>3. Form C1- Project level registration</li> <li>4. Form C2- Project Sales and Operations Information</li> <li>5. Form C3 – Project employment information</li> <li>6. Form C4 – Facility Requirement Information</li> <li>7. Form C5 – Project Timetable and Cost and Financial Information</li> </ol>			Fiscal Incentives Registration and Monitoring System (FIRMS)  Website: <a href="https://firb.gov.ph/firms/">https://firb.gov.ph/firms/</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Endorsement to the FIRB Board of the BCDA's Board's approval of the BE's tax incentive application for projects with Investment Capital of above Php1 Billion.	None	Two (2) working days	DMO III, IV or V
	2. BCDA receives copy of the FIRB Board Resolution on the tax incentive application	None	One (1) working day	DMO III, IV or V

	<p>3. BCDA secures BE confirmation of the final Terms and Conditions of the approval.</p> <p>If accepted, BCDA proceeds with the issuance of the Certificate of Registration (COR).</p> <p>If not accepted, BE may file an appeal with the BCDA Board.</p>	None	Three (3) working days	DMO III, IV or V0
	<b>TOTAL:</b>	<b>None</b>	<b>6 working days</b>	

*\*Exclusive of FIRB's processing time*

## 10. Issuance of Certificate of Registration (COR)

<b>Office of Division</b>	Business Development Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail</b>	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Certificate of Registration (COR) is prepared and routed for signature of the BCDA Office of the President (OP).	None	Seven (7) working days	DMO III, IV or V
1. BE receives the signed COR	None	Php2,500.00	Three (3) working days	Records Officer and Cashier
	<b>TOTAL:</b>	<b>Php2,500.00</b>	<b>10 working days</b>	

## 11. Issuance of Certificate of Entitlement to Tax Incentives (CETI)

<b>Office of Division</b>	Business Development Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail</b>	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Information to supply the following forms:  1. Letter Application from the Registered Business Enterprise (RBE) 2. Other relevant documents and information as maybe required by BCDA				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
One (1) year after registration, the Registered Business Enterprise (RBE) files for an application for the issuance of a Certificate of Entitlement to Tax Incentives (CETI)	BCDA evaluates and checks on the RBE's compliance with the Terms & Conditions (T&C) of the Certificate of Registration (COR) and the RBE's and its contractual obligations.  BCDA notifies the RBE of either of the following:  1. RBE is compliant with its obligations  2. RBE is deficient in the fulfillment of its obligations and is required to correct identified		Sixteen (16) working days	DMO III, IV or V

	<p>deficiencies.</p> <p>If the RBE is non-compliant with the T&amp;C and its contractual obligations, the RBE is required to correct the deficiency within the period required for this process or otherwise, files an appeal with the BCDA Board.</p>			
	<p>The CETI is routed to the BCDA OP for signature and is issued to the RBE after its signing.</p>	TBD	Three (3) working days	DMO III, IV or V
	<b>TOTAL:</b>		<b>19 working days</b>	

## 12. Appeal Process on Tax Incentives Application of BCDA Locators

<b>Office of Division</b>	Business Development Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail</b>	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Information to supply the following forms:  1. Letter of Appeal from the Business Enterprise 2. Relevant information / data as maybe required by BCDA				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>APPEAL PROCESS</b> for the following:  1. Denied application for tax incentives 2. Request to reconsider BCDA's proposed Terms & Conditions 3. Denied issuance of CETI for failing to comply with the T&Cs of the COR	Concerned BCDA departments evaluates and recommends action based on the merits of the appeal. BCDA then issues either of the following:  1. Notice informing the BE that the appeal is granted and the process of registration continues.  2. Notice informing the BE that the appeal is denied.	TBD	Twenty (20) working days	DMO III, IV or V and the BCDA Board
	<b>TOTAL:</b>		<b>20 working days</b>	

### 13. Issuance of Certificate of Performance Evaluation and Inspection (PEI) (Bidding Requirement for Security Agency)

An end-user's certificate of PEI indicating the security agency's overall performance quality rating within the duration of BCDA-Security Agency security services contract period. The certificate shall become a qualification requirement for existing security agency for the next procurement of security services.

<b>Office or Division:</b>	Security Management Department (SMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	Security Agency with previous contract with OP-BCDA			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Request from Security Agency addressed to the PCEO through the VP-SMD.		a. SMD		
b. Contract Information		b. SMD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request to the Office of the President and CEO, copy furnished the Security Management Department	1. Receive letter request. Verify contract information.	None	2 hours	VP-SMD
	2. Verify and evaluate ratings of security agency from AOR/Stations.	None	1 day	Security Officer III/IV
	3. Prepare Certificate of Performance Evaluation and Inspection.	None	1 day & 4 hours	Security Officer III/IV
	4. Issue certificate of Performance Evaluation and Inspection.	None	2 hours	VP-SMD
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	

## 14. Issuance of Photocopy of Spot Reports or Incident Reports

The spot report / incident report is conducted for the benefit of government agencies requesting investigation of an incident or complaint that occurred within the jurisdiction of BCDA. An investigation report is submitted to the BCDA-PCEO which contains the outcome of the investigation.

<b>Office or Division:</b>	Security Management Department (SMD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	Other Government Agencies / Other Complainant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Letter of request for spot / incident report b. Complaint from concerned citizen c. Other attachments / evidence		a. Complaint Center Agency Head / Government Agency / Security Management Department b. Email sent by complainant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request/complaint for the conduct of investigation (Security Management Department)	1. Forward letter-complaint to the VP-SMD (if applicable)	None	1 hour	VP-SMD
	2. Direct Security Officer III/IV to conduct investigation	None	1 hour	Assigned Security Officer Investigator
	3. Plan, review, evaluation of submitted complaints	None	2 hours	Assigned Security Officer Investigator
	4. Data gathering & verification	None	1 day	Assigned Security Officer Investigator
	5. Evidence and data analysis	None	1 day	Assigned Security

				Officer Investigator
	6. Consolidation and preparation of investigation report	None	2 days & 4 hours	Assigned Security Officer Investigator
	7. Consultation of findings/recommendation to Legal Counsel for legal opinion	None	2 days	VP-SMD
	<b>TOTAL:</b>	<b>None</b>	<b>7 days</b>	

## 15. Issuance of Clearance of No Derogatory Records / Pending Cases (As Bidding Requirement for Security Agency)

The issuance of Clearance of No Derogatory Records / Pending Cases within the duration of BCDA-Security Agency security services contract period. The clearance shall become a qualification requirement for existing security agency for the next procurement of security services.

<b>Office or Division:</b>	Security Management Department (SMD)			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	Security Agency with previous contract with OP-BCDA			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Request from Security Agency addressed to the PCEO through VP-SMD b. Contract Information		a. SMD b. SMD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request to the Office of the President and CEO, copy furnished the Security Management Department	1. Receive letter request. Verify contract information.	None	2 hours	VP-SMD
	2. Verify and record check the Certificate of No Derogatory Records / Pending Cases from SMD - AOR / Stations.	None	1 day & 4 hours	Security Officer III/IV
	3. Prepare Certificate of No Derogatory Records / Pending Cases.	None	1 day	Security Officer III/IV
	4. Issue Clearance of No Derogatory Records / Pending Cases.	None	2 hours	SMD Staff
	<b>TOTAL:</b>	<b>None</b>	<b>3 days</b>	

## 16. Online Submission of Documents / Manual Submission of Documents

BCDA document receipt online or physical

<b>Office or Division:</b>		Records Administration Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B - Government to Business G2C - Government to Citizen		
<b>Who may avail:</b>		Any external entity		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Document		For submission of client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online submission via email				
1. Client submits Letter/Document thru email <a href="mailto:bcda@bcda.gov.ph">bcda@bcda.gov.ph</a>	1. Letter is received via email	None	2 minutes	CRRRA Records Clerk
	2. Clerk assigns EDTS number and encodes	None	3 minutes	CRRRA Records Clerk
	3. Clerk emails to End User/ Addressee	None	5 minutes	CRRRA Records Clerk
	4. Clerk acknowledges receipt, sends email to sender/client	None	5 minutes	CRRRA Records Clerk
	<b>TOTAL:</b>	<b>None</b>	<b>15 minutes</b>	
Manual submission in BCDA Offices				
1. Client submits Letter/Document by physical submission in the BCDA office	1. Letter is received by Clerk	None	2 minutes	CRRRA Records Clerk
	2. Clerk puts barcode sticker, stamps RECEIVED, signs and gives back receiving copy	None	3 minutes	CRRRA Records Clerk
	3. Clerk encodes into EDTS	None	10 minutes	CRRRA Records Clerk
	4. Clerk forwards all letters received to End User / Addressee	None	within an hour after receipt	CRRRA Records Clerk
	<b>TOTAL:</b>	<b>None</b>	<b>1 hr 15 minutes</b>	

# **BASES CONVERSION AND DEVELOPMENT AUTHORITY**

## **INTERNAL SERVICES**

## 17. PROCESSING OF REQUEST FOR PAYMENTS (RFPs) AND ISSUANCE OF DISBURSEMENT VOUCHERS (DVS)

ACD reviews and validates the claims of the merchants and/or concerned BCDA employees through the Request for Payment (RFP) by issuing disbursement vouchers as support to the payments to be made based on the claims which are valid and reasonable/ correct in accordance with the accounting and auditing rules and regulations.

<b>Office or Division:</b>	Accounting and Comptrollership Department			
<b>Classification:</b>	Combination of simple and complex			
<b>Type of Transaction:</b>	G2G - for government services whose client is a government employee			
<b>Who may avail:</b>	BCDA employees and/or end-user BCDA departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Refer to the attached list of documentary requirements:  <ol style="list-style-type: none"> <li>COA Circular No. 2012-001 dated June 14, 2012</li> <li>SAPMD List of Documentary Requirements for Project billings - Schedule A</li> </ol>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission to the ACD the Request for Payments (RFPs) together with the required supporting documents	1. Check completeness submitted documents	NA	2 working days	ACD personnel
	2. Review and validate the documents submitted		2 working days	ACD personnel

	3. Journalize the transaction in the Computerized Accounting System (CAS) and prepare the BIR Tax Certificate (If needed)	NA	1 working day	ACD personnel
	4. Forward the RFP to the Budget and Revenue Allocation Department (BRAD) for budget approval	NA	(based on BRAD processing time)	BRAD personnel
	5. Review the accounting entries vis-a-vis the submitted documents	NA	1 working day	Chief Accountant
	6. Approve and release the disbursement vouchers (DVs) in the CAS	NA	1 working day	Head of ACD
	7. Print and forward the DVs to the Treasury and Project Finance Department (TPFD) for check preparation	NA		Project Assistant II
	<b>TOTAL:</b>		<b>7 working days</b>	

*\*Exclusive of processing time of budget for approval by BRAD*

## 18. Realignment of Budget

Processing of Realignment of Budget of Operating Units.

<b>Office or Division:</b>	Budget and Revenue Allocation Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Operating Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a) Letter Request		a) Refer to Financial Policy 503-1		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for release of funds	1. Receive and scan letter requests from operating units.	None	30 minutes	Admin Assistant / Records Coordinator
	2. Indicate management instruction on the request.	None	One (1) working day	Vice President / Officer-in-Charge
	3. Review and process realignment of budget. Prepare realignment form and supporting documents	None	Five (5) working days depending on the complexity of transaction	Budget Officer
	4. Recommended letter for approval	None	Three (3) days depending on availability of signatories	SVP-IFMG, EVP and PCEO
	5. Notify approval of the approved realignment of budget, through email.	None	1 hour	Admin Assistant / Records Coordinator
	<b>TOTAL:</b>	<b>None</b>	<b>9 days, 1 hour and 30 minutes</b>	

## 19. Issuance of Secretary's Certificate

Request of Secretary's Certificate by various BCDA Department/Units to be used as supporting document

<b>Office or Division:</b>	Office of the Board Secretariat			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Government G2C - Government to Citizen			
<b>Who may avail:</b>	Various Departments of BCDA			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For BCDA Departments - Submission of duly accomplished Request Form for Board Materials		via AODocs - BMR/Request		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the Request Form for Secretary's Certificate via AODocs - BMR/Request	1. Board Secretariat shall prepare the Certificate based on the minutes of the Board Meeting	None	1 day	Board Secretary III
	2. Submission of the Certificate to the Corporate Secretary for approval/signature		1 day	Board Secretary III
	3. Release the Certificate to the requesting party once approved/signed by the Corporate Secretary		1 day	Board Secretary III
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	

## 20. VEHICLE RESERVATION & DISPATCHING

This process refers to day to day operations of BCDA employees that would be requiring a service vehicle for their transactions outside the office or at field stations.

<b>Office or Division:</b>	Property and Procurement Management Department - General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Government			
<b>Who may avail:</b>	BCDA Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Vehicle Request via AODocs		AODocs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished vehicle request via AODocs	1. Vehicle Request to be approved by corresponding requestor's Department Head and forward to GSD	None	Fifteen (15) Minutes	Requestor's Department Head
	2. Once the Request is received by the GSD, GSD determines Availability of Vehicle and Driver		Fifteen (15) Minutes	Motorpool Dispatcher
	3. Fill out vehicle request form on AODocs with Vehicle details, Name of Driver, Name of Passengers, Time of Departure, Time of Arrival, Itinerary, etc.		Fifteen (15) Minutes	Motorpool Dispatcher

	4. Submit for Approval of GSD Chief, VP PPMD and SVP-CSG		Fifteen (15) Minutes	GSD Chief, VP PPMD & SVP-CSG
	5. Issue Trip Ticket to Driver		Fifteen (15) Minutes	Motorpool Dispatcher
	6. Inform Passenger/ Requestor regarding details of the Travel		Fifteen (15) Minutes	Motorpool Dispatcher
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour and 30 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p><b>For walk-in transactions:</b> Clients may answer the Client Satisfaction Measurement Questionnaire upon completion of the transaction with the concerned department.</p> <p><b>For online transactions:</b> Survey Form link can be accessed through <a href="https://tinyurl.com/BCDAOnlineCSM">https://tinyurl.com/BCDAOnlineCSM</a></p>
How feedbacks are processed	The concerned department shall collect all the Client Satisfaction Measurement Questionnaires accomplished by the clients and submit it to the BCDA Public Affairs Department for validation and consolidation. These shall be consolidated to an Annual Client Satisfaction Measurement Report. Concerned departments shall be required to submit an Action Plan to address the feedback received from clients.
How to file a complaint	<p>To file a complaint against BCDA or its officials or employees,, provide the following details:</p> <ol style="list-style-type: none"> <li>1. Full name of the Complainant</li> <li>2. Contact Information of the Complainant</li> <li>3. Narrative/Details of the complaint</li> <li>4. Proof or evidences, if any</li> <li>5. Name of the person/office being complained</li> </ol> <p>All complaints may be sent to the BCDA-Committee on Anti-Red Tape (BCDA-CART) through:</p> <ol style="list-style-type: none"> <li>1. Email to: <a href="mailto:bdca.cart@bcda.gov.ph">bdca.cart@bcda.gov.ph</a></li> <li>2. Call us at: 8575-1700 loc. 1709</li> </ol>
How complaints are processed	<p>Complaints received shall be evaluated by the BCDA-CART.</p> <p>The BCDA-CART reviews and evaluates the complaints and submitted documents, if any. The BCDA-CART shall coordinate with the concerned department/unit to address the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the BCDA-CART shall prepare a report and give feedback to the complainant through a letter or email, whichever is applicable.</p> <p>For complaints endorsed by ARTA to BCDA, the BCDA-CART shall also submit a CART Referral Report to ARTA.</p>

<p>Contact Information of CCB, PCC, ARTA</p>	<p>Complaints may also be coursed through the following channels:</p> <p><b>ARTA</b></p> <ul style="list-style-type: none"><li>■ Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li><li>■ Hotline: 1-ARTA (1-2782) PLDT (02) 8246-7940</li></ul> <p><b>Presidential Complaint Center (PCC)</b></p> <ul style="list-style-type: none"><li>■ Email: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></li><li>■ Hotline: 8888 or 82498310 loc. 8175 or 8182</li><li>■ Tel. Nos: 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</li></ul> <p><b>Contact Center ng Bayan (CCB)</b></p> <ul style="list-style-type: none"><li>■ Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></li><li>■ Hotline: 0908-881-6565</li></ul>
--	--

## BCDA OFFICES

Office	Address	Contact Information
BCDA Corporate Center	2 <sup>nd</sup> Floor Bonifacio Tech Center, 31 <sup>st</sup> Street, BGC, Taguig City	(02) 8-575-1700
BCDA Clark Office (Project Management Office)	9 <sup>th</sup> Floor, One West Aeropark Bldg., Clark Global City, Clark Pampanga	(045) 499-8617